"To-Be" Gap Analysis
Implementation Steps

1. Gap Identification: BRDM Gap Number 4: Beneficiary Follow-up

2. Implementation Steps:
   a. Step 1: Make a decision on whether of not to conduct a formal follow-up or satisfaction survey. The purpose is to either improve accountability or obtain a measurement of customer satisfaction.
   b. Step 2: Establish criteria for formal follow-up on written responses or satisfaction survey (i.e., written responses provided on subject specific requests, controversial subjects, written responses provided during a certain period of performance, etc.).
   c. Step 3: Query the Tracking System for records which meet the established criteria.
   d. Step 4: Identify the sample set if a survey is to be used and design survey instrument.
   e. Step 5: Make contact with beneficiary and verify that a response was received; if courtesy follow-up.
   f. Step 6: Send out survey instrument; if survey.
   g. Step 7: Analyze survey responses and post results to bulletin board on Tracking System for use in improving business process or developing outreach.
   h. Step 8: Develop a documentation procedure when informal or courtesy follow-up is conducted through constant interaction with beneficiaries.

3. Dependencies on Business Processes:

Business Process Name	Process Name (As specified in "To-Be" Model)	Dependency Description
BRDM		
Predecessors	1. B.3 Communicate Information 2. B.3.2 Issue Response via Hard Copy 3. B.3.3 Issue Response via Internet	1. Satisfaction surveys are distributed to requestors on a periodic basis. 2. Follow-up to a hard copy response is conducted on a periodic basis. 3. Follow-up to an Internet response is conducted on a periodic basis.
Successors	1. B.1 Accept Inquiry / Request	1. The beneficiary may have additional inquiries / requests as a result of the formal follow-up. The beneficiary's identity is verified and the

Business Process Name	Process Name (As specified in "To-Be" Model)	Dependency Description
	2. B.4.2 Package Business Improvements 3. B.5 Provide Beneficiary Outreach	inquiry / request is documented. 2. A business process improvement opportunity may be identified as a result of a satisfaction survey. The opportunity is documented in the tracking system. 3. An outreach opportunity may be identified as a result of a satisfaction survey. The opportunity is documented in the tracking system.
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Predecessors	1. None	
Successors	1. None	
LNRP – Wide Area Plan		
Predecessors	1. None	
Successors	1. None	
LNRP - Appraisals		
Predecessors	1. None	
Successors	1. None	
LNRUM		
Predecessors	1. None	
Successors	1. None	
Ownership – Title		
Predecessors	1. None	
Successors	1. None	
Ownership – Probate		
Predecessors	1. None	
Successors	1. None	
Ownership - Conveyance		
Predecessors	1. None	
Successors	1. None	

Business Process Name	Process Name (As specified in "To-Be" Model)	Dependency Description
Ownership - Survey		
Predecessors	1. None	
Successors	1. None	

4. Dependencies on Universal Support Functions:

Universal Support Function	Dependency Description
Automated System Requirements	1. Beneficiary Request Tracking System: Provide a capability to document and track beneficiaries' inquiries / requests. Provide a capability to sort, display records. (See Beneficiary Request Tracking System Functional Requirements Document for additional details.)
Policies, Procedures and Regulations	1. Need approval for the satisfaction survey instrument from OMB.
Training	1. Use of the Beneficiary Request Tracking System a. Complex query
Records Management	1. None
Risk Assessment	1. Possible risks of not having an outside party perform the satisfaction survey.
Workforce Planning	1. None
Internal Controls / Fiduciary Security	1. None